

K liner, June, 1983

Friendly service means —

# Customer Care

Must take a moment to let you know that Emily, in the toy department was very helpful in helping us select toys for our sons birthday party. She made several trips to the back to complete our selection. You don't get service and attention like that even at the "Broadway." We shop K mart and brag about it to everyone. Please thank Emily for us and let everyone know what a great job she is doing. Thanks to Emily in the Toy Department, K mart 3017, El Toro, California.

I've always told my children: If you have something nice to say about someone - tell them. That's what's important. Then they know (at least) that they have said something nice about them. Well - I have something nice to say.

My husband's job takes us all over the United States. For 25 years I've traveled and observed. My point is K mart. They have always been so nice and courteous, especially here in Mentor. If all the other people in this area were as nice as the K mart employees what a wonderful world it would be. They give rain checks with no complaints, exchanges with a smile.

I love K mart and you should too. I can get almost everything I need at K mart, except for groceries, knowing if it doesn't fit I can exchange it. I say - Thank God for K mart.

Thanks to Manager R.A. Williams and staff, K mart 3015, Mentor, Ohio.

I just wanted you to know it is a pleasure to do business with your store. Yesterday, I had the task of returning an article to your Fenton, Michigan store. I was greeted with courtesy and consideration, and my exchange was graciously made.

So often when one returns an article they are made to feel as if they were on trial for something.

My family appreciates this kind of service. Thanks to Manager L.C. Young and staff, K mart 9128, Fenton, Michigan.

This letter is to advise your company of a deed done by one of your employees at the Dubuque K mart store 4018.

In October, 1980 I purchased a 19" General Electric Color Television from Mr. High's department at K mart. A little over a year ago the set started to have audio problems. Mr. High was very sympathetic and understanding to the problem. He offered the use of a 'lender set' while ours was being repaired.

After four attempts at repair (at a cost of \$178.00) the set was still in bad order. Mr. High suggested I may get results if I contacted General Electric. I did.

Thanks to him, General Electric, and Scherrman's Appliance a new G.E. television was sent to the Dubuque K mart as an even exchange from General Electric.

My wife Judith is also an employee of K mart, and

she speaks highly of Dave. Her knowing Mr. High doesn't weight the action taken by him for I know in fact he has done the same for others.

It is because of his actions and that of all the employees at Dubuque K mart, it is a pleasant feeling of satisfaction for us, the customer, to shop at K mart! Thanks to David High, K mart 4018, Dubuque, Iowa.

I am writing this letter to express my appreciation for the courtesy and helpfulness I received when I patronized your Columbus store located on Westerville Road.

Alberta Campbell assisted me on March 16, 1983. She was polite and patient as I selected various items from your Home Improvement Department.

The major problems I have found with some stores are the inability of an employee to adequately assist the customers in locating merchandise in their department, and the employees lack of price knowledge on various products. This can be very irritating for a customer with limited time to shop.

Glad to say, Alberta knew exactly where everything was located and the price of each item. This saved me a tremendous amount of time, thus providing me more time to focus on other items in your store.

To summarize, I'd like to say, "Thank you Alberta Campbell." People like yourself will keep individuals like Rod Hughes Coming back to K mart.

Again, thank you and JOB WELL DONE and keep up the GREAT job. Thanks to Alberta Campbell, K mart 3250, Westerville, Ohio

It is very gratifying for me to write this letter of

commendation concerning one of your dedicated employees at your K mart at 4560 Forest Hill Blvd., West Palm Beach, FL.

On February 9, I came to that store to purchase a wall phone for ITT and they had never been sent to the store. The price was \$44.97 and we were most anxious to purchase one. Since none had come in, I was given a rain check.

This gentleman, Michael Miller, one of the store managers was kind enough to phone me to come in and pick one up. I had spoken to him about two weeks ago, and gave him my phone number. Can you imagine my surprise and delight when he kept his word and did phone me on Wednesday, March 16, and I picked it up promptly.

It gave me pleasure to write this letter. You have an excellent employee and wanted you to know how much I appreciated this dedication to his customer. Thank you for having this gentleman in your organization.

Thanks to Michael Miller, K mart 4343, West Palm Beach, Florida

## Anniversaries



Francess V. Chiodonello  
Jupiter 2516  
Shawnee, PA  
49 Years



James B. McKibben  
Sparks D.C. Sparks, NV  
35 Years



Patricia L. Porvella  
K mart 3918  
Weston, WV  
35 Years



Marie E. Fry  
Jupiter 4590  
Muscogee, IA  
30 Years



June F. Marshall  
K mart 3140  
Clearwater, FL  
30 Years



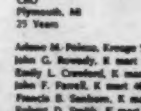
Ann M. Cummings  
Kmart 6  
Bey City, MI  
25 Years



Kathryn I. Durlin  
SBO  
Atlanta, GA  
25 Years



James H. Sutherland  
CRO  
Plymouth, MI  
25 Years

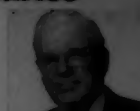


Adlene M. Pelton, Kmart 593, Detroit, MI, 35 Years.

John G. Rowley, K mart 3421, Benton Harbor, MI, 35 Years.

Emily L. Crawford, K mart 4276, St. Louis, MO, 30 Years.

John F. Parrell, K mart 4868, Fresno, CA, 30 Years.



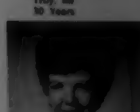
Keith E. Doolittle  
K mart 3199  
Essexville, OH  
35 Years



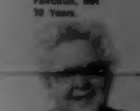
Edmund W. Jallo  
K2H  
Troy, MI  
35 Years



Nancy A. Saldaña  
K2H  
Troy, MI  
30 Years



Marlene F. Hager  
Jupiter 4578  
Fairfield, NY  
30 Years



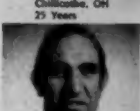
Dorothy A. Potter  
Kmart 625  
Lincoln Park, MO  
30 Years



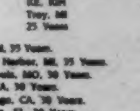
Beanie L. Dubois  
K mart 4025  
Tyler, TX  
25 Years



Douglas Scott  
K mart 3226  
Chillicothe, OH  
25 Years



Joseph S. Trpuel  
ICE, K2H  
Troy, MI  
25 Years



Robert W. Cripe, K mart 4094, Maryland, 35 Years.

Joe D. Curry, FTM, Fort Wayne, IN, 25 Years.

Clifton P. Hart, FTM, Fort Wayne, IN, 25 Years.

Robert D. Smith, K mart 4311, Brandon, FL, 30 Years.

Anna B. Alexander, K mart 3251, Indianapolis, IN, 25 Years.

Fernando Jimenez, K mart 7622, Geneva, NH, 25 Years.

Robert W. Cripe, K mart 4094, Maryland, 35 Years.

Joe D. Curry, FTM, Fort Wayne, IN, 25 Years.

Clifton P. Hart, FTM, Fort Wayne, IN, 25 Years.